

COMAND Online: The central display intermittently displays the message "Anti-theft protection activated"

Topic number	LI82.85-P-067191
Version	1
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	10-19-2017
Validity	Model 218 with codes 531, 494, 805.
Reason for change	
Reason for block	

Complaint:

Intermittently after the COMAND Online control unit (A40/3) has booted up, the Audio/COMAND display (A40/8) may show the fault message "Anti-theft protection activated. Please visit your Mercedes-Benz workshop" (see attachment for examples). The issue is temporarily rectified after an ignition cycle, after a head unit reset (hold down the "ON button" for 10 seconds) or after bus idle.

The fault code B156000 "The CAN data required for the anti-theft protection are not available." is stored in the quick test of XENTRY Diagnostics in the COMAND Online control unit (A40/3).

When the complaint is active, the COMAND Online control unit (A40/3) cannot be operated.

Attachments	
File	Description
display_message.jpg	Event message "Anti-theft protection activated".

Cause:

Software release of COMAND Online control unit (A40/3).

Remedy:

Software update of COMAND Online control unit (A40/3) to software release 14/36.00 or higher.

The necessary software release has been available since XENTRY version 12/2014.

Symptoms
Communication/information / Entertainment / Display message / Enter security code
Communication/information / Entertainment / Display message / Service Required
Communication/information / Entertainment / Display message / Please enter activation code!
Communication/information / Entertainment / Display message / Antitheft protection active!

Control unit/fault code

XENTRY TIPS

Control unit	Fault code	Fault text
A2 / A40/3 / A26/17 - Audio or COMAND (HU5S1)	B156000	The CAN data required for theft protection are not present. _

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN BATTERY VOLTAGE (FOR TESTING AND DIAGNOSIS WORK)		82546 52	
54-1011	PERFORM QUICK TEST		82546 52	
82-9905	PERFORM SOFTWARE UPDATE FOR RADIO/COMAND		82546 52	

Attachments

display_message.jpg:

Anti-theft protection activated.

Please consult your

Mercedes-Benz workshop.